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ABSTRACT

This document consists of a learning activity packet (LAP) for the student and an instructor's guide for the teacher. The LAP is intended to acquaint occupational home economics students with how to serve guests in a food establishment. Illustrated information sheets and learning activities are provided in these areas: greeting guests and initiating service, taking and placing orders, serving guests, and preparing and processing the check. The instructor's guide begins with an instructional matrix in which the information sheets and written activities contained in the LAP and the written test items included in the instructor's guide are cross-referenced to the knowledge objectives addressed by the materials. This is followed by a series of notes to instructors on the LAP series and suggested instructional procedures for use in conducting individual and group enrichment activities. A unit test and answer key are included. (MN)

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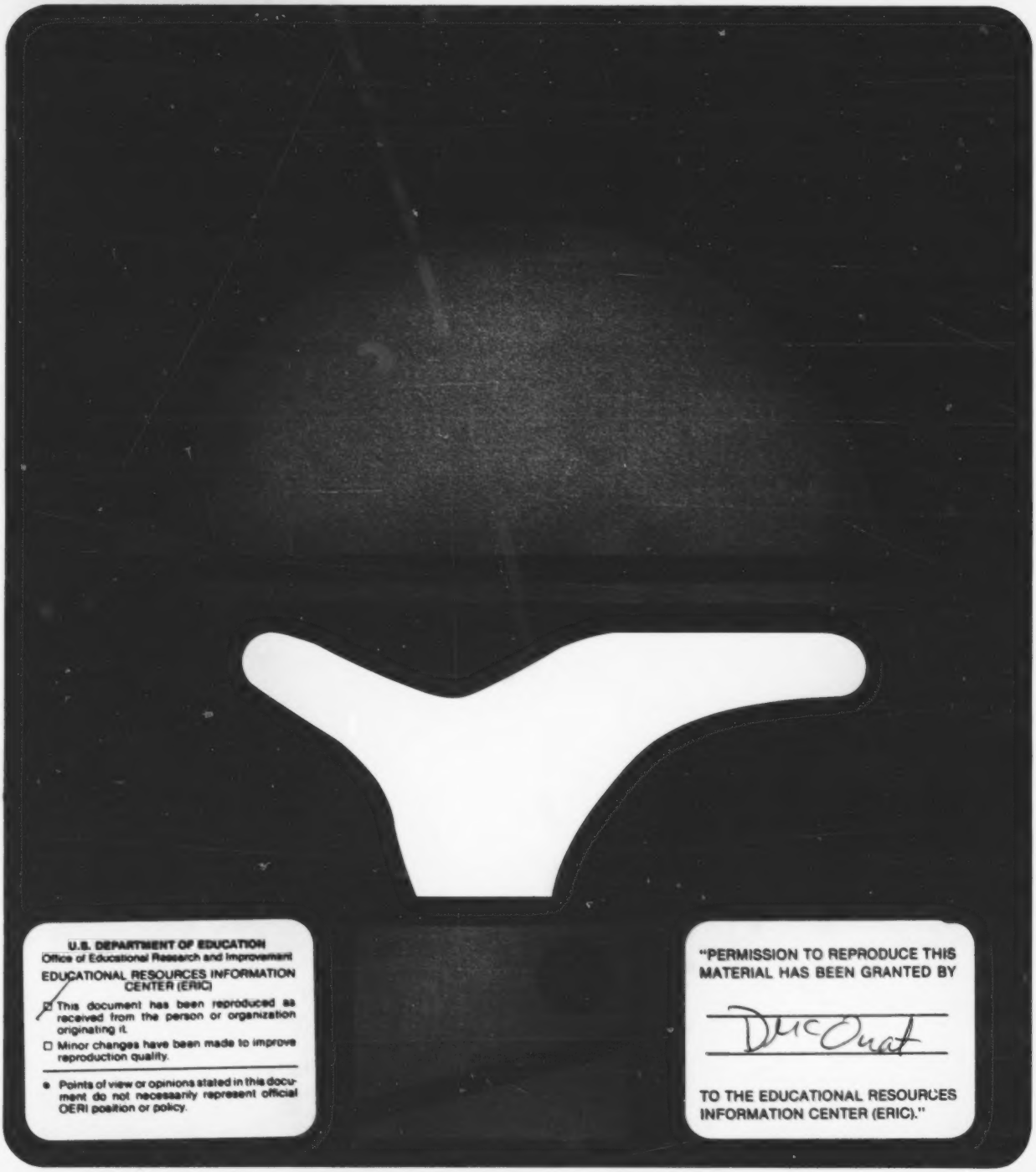
LEARNING ACTIVITY PACK

8.2

SECTION 8

Customer Service/ Customer Relations

Related Services



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LEARNING ACTIVITY PACKAGE
8.2
SECTION 8

Customer Service/ Customer Relations

Related Services

State of Florida
Department of Education
Ralph D. Turlington, Commissioner of Education
Tallahassee, Florida
Affirmative action/equal opportunity employer

Division of Vocational, Adult, and Community Education

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Purpose and Contents

Purpose

The purpose of LAP 8.2 is to describe how to serve guests in a food establishment. This is one of the most important—and one of the most highly visible—skills in food-service work. The service worker deals directly with the customer, from greetings to goodbyes.

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Introduction

Written Test

You will be able to pass the written test for LAP 8.2 when you can successfully complete the following:

1. Match a list of vocabulary words with their correct definitions. (All must be correct.)
2. Identify true/false statements about initiating service. (All must be correct.)
3. Recall correct procedures for taking and placing orders and loading service trays properly. (All must be correct.)
4. Complete statements about serving guests correctly. (At least 8 out of 10 must be correct.)
5. Fill out guest checks correctly and give correct totals. (All must be correct.)

If you feel that you already know enough to pass the written test for LAP 8.2 before studying it, talk with your instructor.

Skills Test

You will be able to pass the skills test for LAP 8.2 when you complete the following successfully:

1. Greet guests and initiate service.
2. Load and carry a service tray properly.
3. Serve guests a complete meal.
4. Present and process the guest check and make correct change.

REMEMEBER . . . your final performance will also be judged on how well you:

- organize your work area for efficient production before starting,
- follow the steps correctly, in the right order, and
- clean your work area when you are finished.

If you feel you already know enough to pass the skills test for LAP 8.2 before practicing the skills, talk with your instructor.

Learning Steps

To help you pass the written and skills tests for this LAP, you should follow these learning steps in order. There are two kinds of activities you will be asked to do:

Written activities will prepare you for the **written test**. They should all be done on a separate piece of paper. The answers for these activities are in the back of this LAP. **Do not write in this LAP**.

Introduction (continued)

Practice Checklist activities will prepare you for the **skills test**. This will be done in the kitchen or dining area. Talk with your instructor before beginning these activities.

1. Read and study **Information Sheet 1**: Vocabulary.
2. Complete **Activity 1**: Matching Vocabulary Words. Check your answers.
3. Read and study **Information Sheet 2**: Greeting Guests and Initiating Service.
4. Complete **Activity 2**: Practice Checklist—Greeting and Seating Guests.
5. Read and study **Information Sheet 3**: Taking and Placing Orders.
6. Complete **Activity 3A**: Practice Checklist—Taking Orders.
7. Complete **Activity 3B**: Practice Checklist—Taking Orders by Phone.
8. Complete **Activity 3C**: Picking Up Orders. Check your answers.
9. Read and study **Information Sheet 4**: Serving Guests.
10. Complete **Activity 4**: Serving Guests. Check your answers.
11. Read and study **Information Sheet 5**: Preparing and Processing the Guest Check.
12. Complete **Activity 5A**: Handling the Guest Check. Check your answers.
13. Complete **Activity 5B**: Accepting Checks and Credit Cards. Check your answers.
14. Get **Written Test 8.2** from your instructor and complete it. If you are successful, go on to Step 15; if not, talk with your instructor.
15. Have your instructor evaluate you on **Skills Test 8.2**. If you are successful, you have completed this LAP; if not, talk with your instructor.

Information Sheet 1
Vocabulary

The following words are used in this LAP. Study the list. When you think you know all the words, test yourself by doing the Practice Activity.

1. ***a la carte***—a meal that is ordered dish by dish, each with an individual price

2. **appetizer**—food served to stimulate the appetite; the first course of a meal; a shrimp cocktail is an example of an appetizer

3. **confirm**—to make certain; to verify

4. **counterclockwise**—the opposite direction of that in which the hands of a clock rotate

5. **cover**—table setting for one person

6. **entree**—the main dish of a meal

7. **guest check** (also **sales check**, **check**, **tab**)—form on which guests' menu selections are written up and prices are totaled; the customer's bill for the meal

8. **host/hostess**—among service workers, the person(s) in charge of greeting and seating guests; among guests, the person who has made reservations for his or her party (group)

9. ***maitre d'***—*maître d'hôtel*; headwaiter

10. **station**—a post of duty; the area a worker is assigned to serve; a waiter's station might include six tables and four booths

11. ***table d'hôte***—a complete meal of several courses offered for a fixed price

12. **waiter/waitress**—the service worker in charge of serving guests

Activity 1
Matching Vocabulary Words

Directions

On a separate sheet of paper, write each vocabulary word and then write the correct definition, chosen from the list below.

Vocabulary Words

1. **waiter/waitress** _____
2. **entree** _____
3. ***a la carte*** _____
4. ***table d'hôte*** _____
5. **guest check** _____
6. **appetizer** _____
7. **station** _____
8. **cover** _____
9. **confirm** _____
10. ***maitre d'*** _____
11. **host/hostess** _____
12. **counterclockwise** _____

Definitions

Table setting for one person

Post of duty

Table for two

To make certain, verify

The dessert course

A complete meal at a fixed price

Main dish of a meal

First course of a meal

Service worker who serves guests

Customer's bill

Opposite direction of a clock's hands

Activity 1 (continued)
Matching Vocabulary Words

Headwaiter

Cocktail fork

Meal ordered dish by dish at separate prices

Service worker in charge of greeting guests

Moving from top to bottom

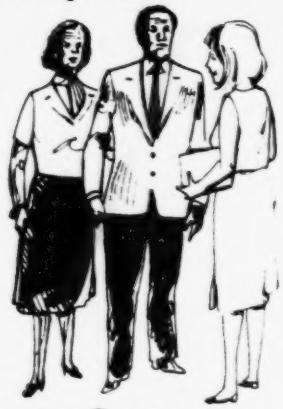
Tablecloth

Entranceway to dining area

Check your answers in the back of this LAP. If you missed any, review Information Sheet 1.

Information Sheet 2
Greeting Guests and Initiating Service

First Impressions



Every food-service establishment wants to make a good impression on guests. Guests' first impressions are very important. A service worker can make or break the business by his or her first contact with the guests.

When you meet guests, every detail is important—from the tone of your voice to how you carry the order pad. Guests remember being made to wait for a seat or for a menu. They remember when the order was not taken correctly, or when the food arrived cold.

They remember these service problems when it is time to leave a tip. You will find it is rewarding to create the best possible impression of yourself and of the establishment.

Greeting Guests

Greet guests with a smile. This is not just good manners but also a good sales technique.

Introduce yourself. Remember that your tone of voice is important. Say something like, "Good morning, I am (your name), your waiter (or waitress, host, or hostess)."

Many restaurants have a standard greeting which fits in with their theme or image. If this is the case, practice the standard greeting until it sounds natural and sincere.

Initiating Service

Initiating means beginning. Initiating service means meeting and then seating the guests and presenting the menu. Answering guests' questions is important too. Before they are seated, guests may ask questions like, "Do you have a non-smoking section?" or "Do you serve children's portions?" Know your establishment's policies thoroughly.

Seating the Guests

In some establishments, guests are allowed to select their own table or booth. In others, a service worker seats the guest(s).

Guests may be met and then seated by the host or hostess, the maitre d', or the waiter or waitress.

If you are assigned to seat guests, follow these steps:

- Approach arriving guests with a smile and greet them pleasantly.
- Ask if the guests have reservations; if not, ask how many are in the party (group).

  Note: When there appears to be only one guest, it is better to ask, "Table for one?" than to ask, "Are you alone?"

- Take enough clean menus for the entire party (group) and lead the way to a table.

Information Sheet 2 (continued)
Greeting Guests and Initiating Service

Seating the Guests
(continued)

Note: Each establishment will have its own method of controlling seating. In general, it is better to avoid seating two groups of guests in the same station at the same time. This would overwork the waiter or waitress attending that station. It would be better to seat one group in one station and the second group in another station.

Sometimes guests may request special tables or a particular waiter or waitress. You should try to comply with such requests.

At a busy time, guests may have to wait to be seated. Be sure to keep track of the order of guests' arrival and seat them accordingly. Guests with reservations would receive preference.

- Assist the guests at the table. In some establishments, the service worker pulls out chairs for the women in the party. Follow the instructions for your establishment.

  Note: When you seat guests at a wall table with a bench seat, it is helpful to pull the table out from the bench seat so the guest can be seated more easily.

- Hand each guest a clean, opened menu.

- Remove table settings that will not be used.

- Check to make sure remaining settings are complete and fill water glasses.

Remember that every guest should be made comfortable. Common sense will help you make many decisions in seating guests. For example:

1. Handicapped guests should be seated in an area they can reach comfortably and safely. Seat a wheelchair guest in an area where the wheelchair does not interfere with the flow of traffic. Give blind guests oral directions to the table and then walk in front of them. Move objects that might cause them to trip.

2. Children who need highchairs should be seated out of the flow of traffic. Handle the chair, not the child. The restaurant can be held legally responsible if a worker accidently injures a child.

3. Seat noisy guests or large parties toward the back of the dining room, away from quieter guests. Consult the manager about whether or not to seat a guest who is intoxicated (drunk).

4. Overweight guests will be more comfortable if you seat them in a chair instead of a booth.

5. If guests must wait for a table, show them where to wait and give them an estimate of how long they will have to wait.

Information Sheet 2 (continued)
Greeting Guests and Initiating Service

Presenting the Menu

A good general rule for presenting the menus is to hand the first menu to the host or hostess of the party (group) and then to distribute the menus around the table.

Sometimes, the group does not have an individual host or hostess. In that case, you could hand out the menus in the order the guests sit down.

It is important to know the daily specials. Some establishments have the service worker orally suggest specials. You might say something like, "The ravioli is the specialty of the house," or "The shrimp salad sandwich is this afternoon's special. That comes with a cup of soup and either cole slaw or French fries."

Taking the Cocktail Order

If your establishment serves cocktails, you should ask the guests if they want drinks before ordering their meals.

If a special cocktail menu is used, present it to the guests.

When you take drink orders, find out if the guest wants the cocktail served over ice cubes ("on the rocks") or without any ice ("straight up").

Note: If guests do not want drinks before ordering, it is a good idea to give them some time to read the menu and to discuss their selections. You might say something like, "Would you like a few minutes to look over the menu? I'll be back to take your order in a few minutes."

It is important that you return to take the order within a few minutes. If guests still need more time to decide, they will tell you. Watch for signals from guests when you are away from their table. Guests who are ready for additional service may nod at you or raise a hand to signal you.

Activity 2

Practice Checklist: Greeting and Seating Guests

Directions

On a separate sheet of paper, write down the steps for this activity. Then ask your instructor for the equipment you will need to practice this skill. Follow the steps carefully. You may want to review the information in this LAP to help you perform the tasks.

Steps

✓	
	1. Greet arriving guests with a smile and a pleasant introduction of yourself.
	2. Ask if guests have reservations; if not, ask how many are in the party.
	3. Lead the way to the table or booth.
	4. Assist the guests in taking their seats.
	5. Hand each guest a clean, opened menu.
	6. Suggest the daily special or the house special if appropriate.
	7. Remove extra table settings.
	8. Fill water glasses.
	9. Give guests a chance to look over the menu.

Information Sheet 3
Taking and Placing Orders

Taking Orders

Establishments have different ways of taking guests' orders. In some restaurants, guests write out their own orders. More often, the service worker writes down the order for the guests.

Some establishments have a checklist system. The service person simply checks off the selections on a preprinted list of menu items. This method is common in fast-food restaurants and other establishments with a limited menu selection.

A very common method is the use of a guest check. The service worker writes down the order(s) directly onto the guest check. Usually food orders are written on the front and drink orders on the back.

Find out whether a party (group) wants separate checks or a single check for the entire table.

Stand to the left of the guest whose order you are taking. Ask, "May I take your order, please?" Remember, your posture and your tone of voice are important.

Make a mental note of the first person who orders. Mentally designate this person #1, and proceed counterclockwise around the table, taking each person's order in turn. This memory aid will help you serve each guest the correct meal when you return with the food.

Write down each order following the special instructions you have received for that establishment. Be sure to write clearly. To save time, most establishments use some common abbreviations to designate different foods, or different methods of preparation. "BLT" is a common abbreviation meaning "a bacon, lettuce, and tomato sandwich"; "med" is a common abbreviation meaning to cook to medium doneness; "Fr" is a common abbreviation for French salad dressing. Learn the menu abbreviations used in your establishment. Using them will speed up writing the order.

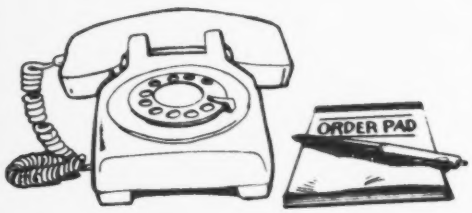
Collect the menu from each guest as you take the order. It is a good idea to repeat the order back to the guest to confirm it.

Ask the guests if they want their beverages immediately or with the meal. If guests have had cocktails before placing their meal orders, ask if they would like another cocktail while their orders are being prepared.

Note: Unless you are asked to serve it immediately, wait to serve milk until the food has arrived. Otherwise, the milk will get warm.

Information Sheet 3 (continued)
Taking and Placing Orders

Taking Orders by Phone



Many establishments accept orders by phone. This is common for restaurants with a carry-out service.

Follow these instructions when taking a customer's order by phone:

1. Have an order pad and pencil nearby.
2. Answer the phone promptly. Remember that your tone of voice is important. Identify the restaurant and yourself. You might say, "Good evening, Pizza Palace. This is Dana. May I help you?"
3. Get the customer's name and telephone number.
4. Tell the customer approximately how soon the order will be ready.

Placing the Order in the Kitchen

How you will give your guests' orders to the kitchen depends on the size of the staff, the type of kitchen, and the type of service. Know the procedures for your establishment thoroughly. The most common method of communicating guests' orders to the kitchen is to attach the guest check to a rotating wheel or a spindle or a similar device. Your order will be filled in its turn. Remember that it is important to have written the order clearly.

Note: The kitchen cannot prepare your order until you place it. It is a good idea to take your order directly to the kitchen after you have written the guest check. Sometimes a service worker puts the written order in an apron pocket and forgets it until the customer asks why service is delayed. This is unprofessional, and you do not want an error like this to occur.

Very large kitchens which have separate sections for different food preparation may have another system for placing the order. Follow the instructions for your establishment.

Picking Up Orders

The kitchen will notify you when your order is ready to serve to the guest.

There are different methods for notifying the service worker. A number on a board may light up or a bell may ring a certain number of times. The chef may tell you orally, or you may be supplied with an electronic beeper which will sound a tone when your order is ready.

Compare the food you are going to serve to the order on the guest check. Make sure the order is filled correctly. If there is a mistake, have the chef correct it. Be sure the food is attractively garnished and arranged. Be sure hot food is hot and cold food is cold.

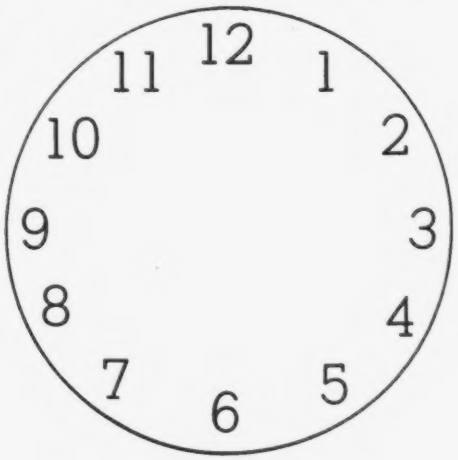
Arrange the plates on the tray carefully. Follow the proper procedures when lifting heavy loads.

Information Sheet 3 (continued)
Taking and Placing Orders

Picking Up Orders (continued)

Follow these steps to load a service tray properly:

1. Imagine the tray as if it were a clock face, with the numbers 1-12.



2. Place the main dishes at 5, 6, and 7 o'clock positions. Be careful not to let food slide around on the plates. Be careful to handle the plates only by their rims, and do not accidentally touch the food.

3. Place the side-dish orders and the salads at 3 and 9 o'clock.

4. Coffee pots should be turned so that the spouts face the center of the tray.

5. Pick up the tray so that most of the weight (6 o'clock) is on your shoulder. Carry the tray on one shoulder, using both hands to keep it steady. Balance is important. Follow proper lifting techniques.

6. Carry the loaded tray to the dining room and place it on a tray stand near the party (group) you are serving. Bend from the knees to set the tray down.

Activity 3A
Practice Checklist:
Taking Orders

Directions

On a separate sheet of paper, write down the steps to practice this skill. Then ask your instructor for the equipment you will need to practice this skill. Follow the steps carefully. You may want to look at the information in this LAP to help you practice this skill.

Steps

✓	
	1. Have your order pad and pencil ready.
	2. Ask the party whether they want one check or separate checks.
	3. Stand to the left of the guest whose order you are taking.
	4. Ask, "May I take your order, please?"
	5. Proceed counterclockwise around the table taking each guest's order.
	6. Write down the orders clearly. Use common abbreviations.
	7. Transmit the order to the kitchen following house policy.

Activity 3B
Practice Checklist:
Taking Orders by Phone

Directions

On a separate sheet of paper, write down steps to practice this skill. Then ask your instructor for the equipment you will need to practice this skill. Follow the steps carefully. You may want to look at the information in the LAP to help you perform the task.

Steps

✔	
	1. Have an order pad and pencil near the phone.
	2. Answer the phone promptly.
	3. Identify the restaurant and yourself.
	4. Take the customer's order.
	5. Repeat the customer's order for confirmation.
	6. Write down the customer's name and phone number.
	7. Tell the customer how soon the order will be ready.
	8. Transmit the order to the kitchen according to house policy.

Activity 3C
Picking Up Orders

Directions

Read all of the statements below carefully. **On a separate sheet of paper**, write out the statements which are *true*. Do not write any statements which are *false*.

The kitchen will notify the service worker when an order is ready.

The chef carries the order to a tray stand in the dining area.

If there is a mistake in an order, ask the chef to correct it before serving the food.

To load a service tray, place the main dishes at the 11, 12, and 1 o'clock positions.

When loading a service tray, place side dishes and salads at the 3 o'clock and 9 o'clock positions.

The spouts of coffee pots should be pointed toward the center of the tray.

Carry a loaded service tray in front of you, with both hands underneath the tray, balancing the tray against your hip.

On a properly loaded service tray, most of the weight would be at the 6 o'clock position.

Place all entrees on the service tray in a counterclockwise direction.

Bend from the knees when lifting heavy loads.

Check your answers in the back of this LAP. If you missed any, review Information Sheet 3.

Information Sheet 4
Serving Guests

Serving Orders to Guests

There are two parts to serving: bringing the order to the table and attending to the guests throughout the meal.

You should be attentive to the guests' needs and serve as efficiently and courteously as possible. You should be prepared for unusual circumstances and should know how to handle problems.

The order in which you serve each guest in a party depends on several things. In general, it is good manners to serve women and elderly persons first.

When there is a guest of honor, he or she should be served first. The guest of honor traditionally is seated to the immediate right of the host or hostess.

In most cases, serve the guests in the same order as you took their orders. Serve the person you mentally noted as #1 first, and then proceed around the table counterclockwise, serving each guest in turn.

Note: It is unprofessional to ask guests what they ordered as you are serving. Practice whatever memory aids are helpful to you until you are able to recall each guest's order correctly.

The order in which you serve each dish is as follows:

- Appetizers
- Soups
- Salads
- Entrees and side dishes
- Desserts.

Serve each of these dishes from the left of the guest. Use your left hand. Be careful to support plates from underneath, and steady them with your thumb on the rim. Do not accidentally touch the food, and do not tilt the plate.

Place the dinner plate in the center of the cover. If the entree and the side dishes are all on a single plate, position the plate so that the entree is directly in front of the guest. If the side dishes are on separate plates, arrange them conveniently.

Serve all beverages from the right side of the guest with your right hand. Pour steadily, without spills. It is a good idea to fill glasses only to an inch beneath the rim. It is also a good idea to carry a clean cloth to wipe up any accidental spills.

Make certain that guests have the correct tableware for their entrees. For example, steak knives should be provided for steak courses, seafood forks for lobster courses, and so on. Condiments such as steak sauce should be brought to the table as requested.

Dessert is the last course to be served. A dessert fork or spoon should be provided with the food item and placed to the right of the dessert plate.

Information Sheet 4 (continued)
Serving Guests

Serving Orders to Guests
(continued)

Note these methods of handling service pieces in a sanitary way:

1. Handle plates with your fingers under the plate and your thumb on the rim (edge) of the plate only.

2. Handle glasses by the base only. Do not touch the rim.

3. Handle flatware by the handle only. Do not touch the food contact surface.

Information Sheet 4 (continued)
Serving Guests

Serving Guests in Booths

Serving guests who are seated in a booth is different from serving guests seated around a table. Follow these steps:

1. Stand at the end of the booth and turn toward the guests on the right. Serve the guest furthest away (nearest the wall) first. Serve with your left hand.

2. Turn to the guests on the left side. Serve them with your right hand.

Replenishing Food and Beverages

Replenish foods and beverages throughout the meal without disturbing the guests. You should learn to anticipate when more food is needed. Check to see if the guests need more bread and butter. Check to see if water should be replenished.

You should stand to the right side of the guest to pour beverages. Pour with your right hand. You might say something like, "May I serve you some more coffee, please?"

Note: When guests are seated close together, carry a clean, folded napkin in your left hand. Use it as a shield as you pour hot beverages to protect the guest from the hot container and from an accidental splash.

Clearing Dishes

Clear away the dishes from one course before serving the next course. For example, clear away the soup dishes or the shrimp cocktail dishes before serving the entree; clear the entree plates before serving dessert.

Clear from the right of the guest with your right hand. Move around the table in a counterclockwise direction. Put the soiled dishes on a service tray on a tray stand. Make as little noise as possible.

Before serving dessert, clear away all dishes except water glasses and coffee or tea cups.

Crumb the table. This means to sweep away crumbs and other food particles. Use a clean, folded napkin and sweep crumbs to the edge of the table and then off the table onto a clean plate. Remove it to the service tray.

Activity 4
Serving Guests

Directions

On a separate sheet of paper, write out statements 1 through 10, completing each statement with the correct phrase or word from the choices below. Do not write in this LAP.

1. When there is a guest of honor in a party, he or she _____
   —should be served last.
   —should be seated to the host's left.
   —should be served first.
   —should be given party favors.

2. To serve guests efficiently, move around the table _____
   —in a clockwise direction.
   —in a counterclockwise direction.

3. The correct order of courses is _____
   —soup, salad, entree, coffee or tea.
   —appetizer, salad, entree, milk.
   —soup, salad, appetizer, dessert.
   —appetizer, soup, salad, entree, dessert.
   —appetizer, salad, soup, entree, beverages or wine.

4. Serve a plate by _____
   —supporting the plate from beneath.
   —holding the plate between both hands.
   —handing it to the guest.
   —presenting it from the right.

5. Serve all beverages _____
   —from the right with your right hand.
   —from the left with your left hand.
   —from the left with your right hand.
   —from the right with your left hand.

6. Fill water glasses _____
   —to the very top.
   —about an inch away from the top.
   —with half ice, half water.

7. When serving a party seated in a booth, you should _____
   —ask the guests nearest you to pass the food to the guests seated further away.
   —provide extra napkins.
   —serve the guest seated on the right at the back of the booth first.
   —serve everything with your right hand.

8. When you serve dessert, you should also _____
   —leave the guest check at the table.
   —remove coffee or tea cups.
   —provide a dessert fork or spoon.
   —replenish condiments.

Activity 4 (continued)
Serving Guests

9. When clearing dishes you should _____
   —clear from the left with your left hand.
   —clear from the right with your right hand.
   —clear each guest's glasses or cups first.
   —clear from the left with your right hand.

10. To crumb a table means _____
   —to replenish rolls and butter.
   —to clean up after guests have gone.
   —to sweep away crumbs and other debris.
   —to serve crumb cake for dessert.

Check your answers in the back of this LAP. If you missed any, review Information Sheet 4.

Information Sheet 5
Preparing and Processing the Guest Check

Completing the Guest Check

Complete the check when guests indicate they have finished their meal.

Add food and beverage items, sales tax, and service charges as applicable to arrive at the total bill.

Presenting the Guest Check

Present the check according to house policy.

Two common methods of presenting the check are described here.

1. Place the check, face down, to the guest's left on the tabletop. If you *are not* to receive payment, tell the guest where to make payment. You might say something like, "Thank you. Please come back again soon. You may pay the cashier as you leave."

   If you *are* to receive payment, return to the table a few minutes after leaving the check. Do not make the guests wait.

2. Place the check, face up, on a check tray. When the customer places payment on the tray, collect the tray and process the guest check.

Processing the Guest Check

Guests may pay the check in cash, by personal check, by traveler's check, or by credit card. Know house policies on each form of payment.

When payment is by personal check, you may need to have the payment approved by the manager. When accepting a check, look for the following:

1. Correct date
2. Correct name of establishment
3. Correct amount (both in words and in figures)
4. Guest's signature

When payment is by credit card, you may need to ask the guest for identification. Know the house policy on accepting credit cards. When accepting a credit card, follow these steps:

1. Date the credit card form properly.
2. Describe the purchase (quantity as well as name of item).
3. Write the price of each item and subtotal the bill.
4. Add the tax and total the bill.
5. Imprint the credit card form. (Follow instructions for using the imprinter machine in your establishment.)

Information Sheet 5 (continued)
Preparing and Processing the Guest Check

6. Obtain the guest's signature on the form. **Note**: If house policy requires additional identification, obtain it.

7. Compare the signature on the form to the signature on the credit card.

8. Return the card and the customer's copy of the completed credit card slip to the guest.

Note: Guests sometimes add a tip to the credit card charge. Know your house policy on this form of tipping. You would want to give the guest the chance to add in a tip before you totaled the bill (Step 4 above).

Counting Change

Many service workers who handle cash find it easier to make correct change if they count the change out loud as they hand it to the customer.

Count change starting with the amount of the sales check, up to the amount you received from the guest. To count change from a $10 bill for a sales check of $4.80, you might say something like, "That's $4.80 (the amount of the sales check), $4.90, 5 dollars (handing the guest two dimes), and 5 makes 10 (handing the guest a $5 bill).

Issuing Receipts

Sometimes guests ask for receipts. When payment is by credit card, the guest's copy of the completed credit card form serves as the receipt. When payment is in cash, you will need to prepare a receipt for the guest. Know your house policy on issuing receipts.

Receiving Your Tip

It is customary for a guest to leave a tip for good service. Traditionally, the tip amounts to 10 to 20 percent of the total check. If the guest hands you the tip directly, say thank you. If the tip is left at the table, collect the tip before clearing the table. If the tip is added to a credit card payment, ask the manager how payment will be made to you.

Saying Goodbye

Say a pleasant "goodbye" or "good night" or "please come again" to departing guests.

Activity 5A
Handling the Guest Check

Directions

On a separate sheet of paper, reproduce the blank guest checks illustrated below. Then, from the list of two guests' selections, fill out the guest checks completely. Use abbreviations if you can. Use today's date and any name for the server. Do not write in this LAP.

Guest A orders:	**Menu price:**
Hamburger with onion and pickle	$1.25
French fries	.55
Vanilla milkshake	.85
Tax	.14

BOBB'S RESTAURANT			
CHECK NO. 11031	DATE	SERVER	NO. SERVED

	SALES TAX		
	TOTAL		

Abbreviations you may use:
hamburger—hb or hamb.
with onion and pickle—w/o&p
french fries—ff. or f. fr.
vanilla milkshake—van. shake

Activity 5A
Handling the Guest Check (continued)

Guest B orders:	**Menu price:**
Spaghetti with meat sauce	$2.25
Cole slaw	.75
Garlic bread	.35
Apple pie (with vanilla ice cream)	.60
Coffee	.35
Tax	.22

BOBB'S RESTAURANT				
CHECK NO. 11032	DATE	SERVER	NO. SERVED	
	SALES TAX			
	TOTAL			

Abbreviations you may use:
Spaghetti w/meat sauce—spg. m sauce
cole slaw—c. slaw
garlic bread—gar. brd.
apple pie (with vanilla ice cream)—ap. pie w/v. ice. crm.
coffee—cof.

Check your answers in the back of this LAP. If you missed any, review Information Sheet 5.

Activity 5B
Accepting Checks and Credit Cards

Directions

Look carefully at the personal check and the credit card slip reproduced below. Examine these as you would in a food establishment when accepting payment. **On a separate piece of paper**, write down the two errors on the face of the check and the two errors on the credit card slip. Do not write in this LAP.

Personal Check

364

_____ 19___

87-759
642

PAY TO THE ORDER OF Bobb's Restaurant $ 7 25/xx

Seven and 25/xx _____ DOLLARS

National Bank

Knoxville Tennessee 27501

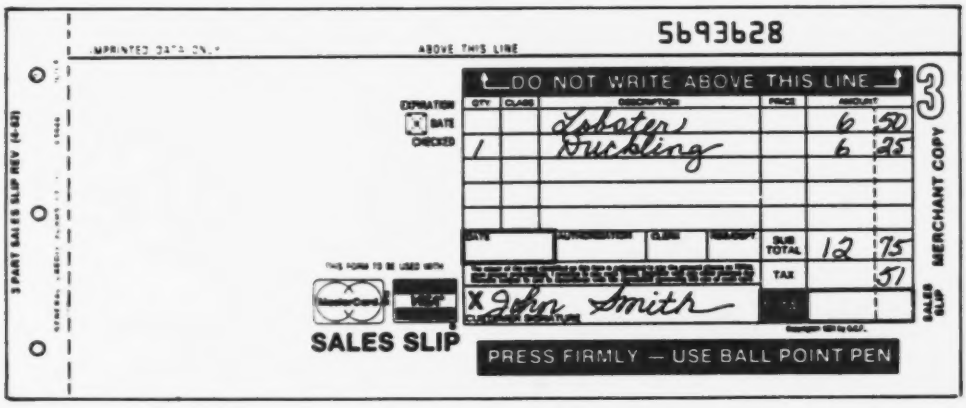
FOR _____

DO NOT WRITE IN THIS LAP

1. _____

2. _____

Credit Card Slip



1. _____

2. _____

Check your answers in the back of this LAP. If you missed any review Information Sheet 5.

Answer Keys for Written Activities

Activity 1:
Matching Vocabulary Words

1. **waiter/waitress**—service worker who serves guest
2. **entree**—main dish of a meal
3. ***a la carte***—meal ordered dish by dish at separate prices
4. ***table d'hôte***—a complete meal at a fixed price
5. **guest check**—customer's bill
6. **appetizer**—first course of a meal
7. **station**—post of duty
8. **cover**—table setting for one person
9. **confirm**—to make certain, verify
10. ***maitre d'***—headwaiter
11. **host/hostess**—service worker in charge of greeting guests
12. **counterclockwise**—opposite direction of a clock's hands

Activity 3C:
Picking Up Orders

The following statements are *true*:

The kitchen will notify the service worker when an order is ready.

If there is a mistake in an order, ask the chef to correct it before serving the food.

When loading a service tray, place side dishes and salads at the 3 o'clock and 9 o'clock positions.

The spouts of coffee pots should be pointed toward the center of the tray.

On a properly loaded service tray, most of the weight would be at the 6 o'clock position.

Bend from the knees when lifting heavy loads.

Activity 4:
Serving Guests

1. When there is a guest of honor, he or she **should be served first**.
2. To serve guests efficiently, move around the table **in a counter-clockwise direction**.
3. The correct order of courses is **appetizer, soup, salad, entree, dessert**.
4. Serve a plate by **supporting the plate from beneath**.

Answer Keys for Written Activities (continued)

Activity 4A:
Serving Guests

5. Serve all beverages **from the right with your right hand**.
6. Fill water glasses **about an inch from the top**.
7. When serving a party seated in a booth, you should **serve the guest seated on the right at the back of the booth first**.
8. When you serve dessert, you should also **provide a dessert fork or spoon**.
9. When clearing dishes, **you should clear from the right with your right hand**.
10. To crumb a table means **to sweep away crumbs and other debris**.

Activity 5A:
Handling the Guest Check

Guest A

Note: The date, the server's name, and the abbreviations may be different.

BOBB'S RESTAURANT			
CHECK NO. 11031	DATE 6/29	SERVER John	NO. SERVED 1

1	hb. 4/0 & P	$1	25
1	f.f.		55
1	van. shake		85
	SALES TAX		.14
	TOTAL	2	79

Answer Keys for Written Activities (continued)

Guest B:

Note: The date, the server's name, and the abbreviations may be different.

BOBB'S RESTAURANT			
CHECK NO. 11032	DATE 6/30	SERVER Pat	NO. SERVED 1

1	spag. m. sauce	2	25
1	c. shrw		75
1	gar. bd.		35
1	ap. pie w/v. ice cm.		60
1	caf.		35
	SALES TAX		22
	TOTAL	4	52

Activity 5B:
Accepting Checks and Credit Cards

Personal check:
1. The check is not dated.
2. The check is not signed.

Credit card slip:
1. There is no "quantity" listed for the lobster dish.
2. The charges are not totaled and entered at "total."

State of Florida
Department of Education
Ralph D. Turlington, Commissioner of Education
Tallahassee, Florida
Affirmative action/equal opportunity employer

Division of Vocational, Adult, and Community Education

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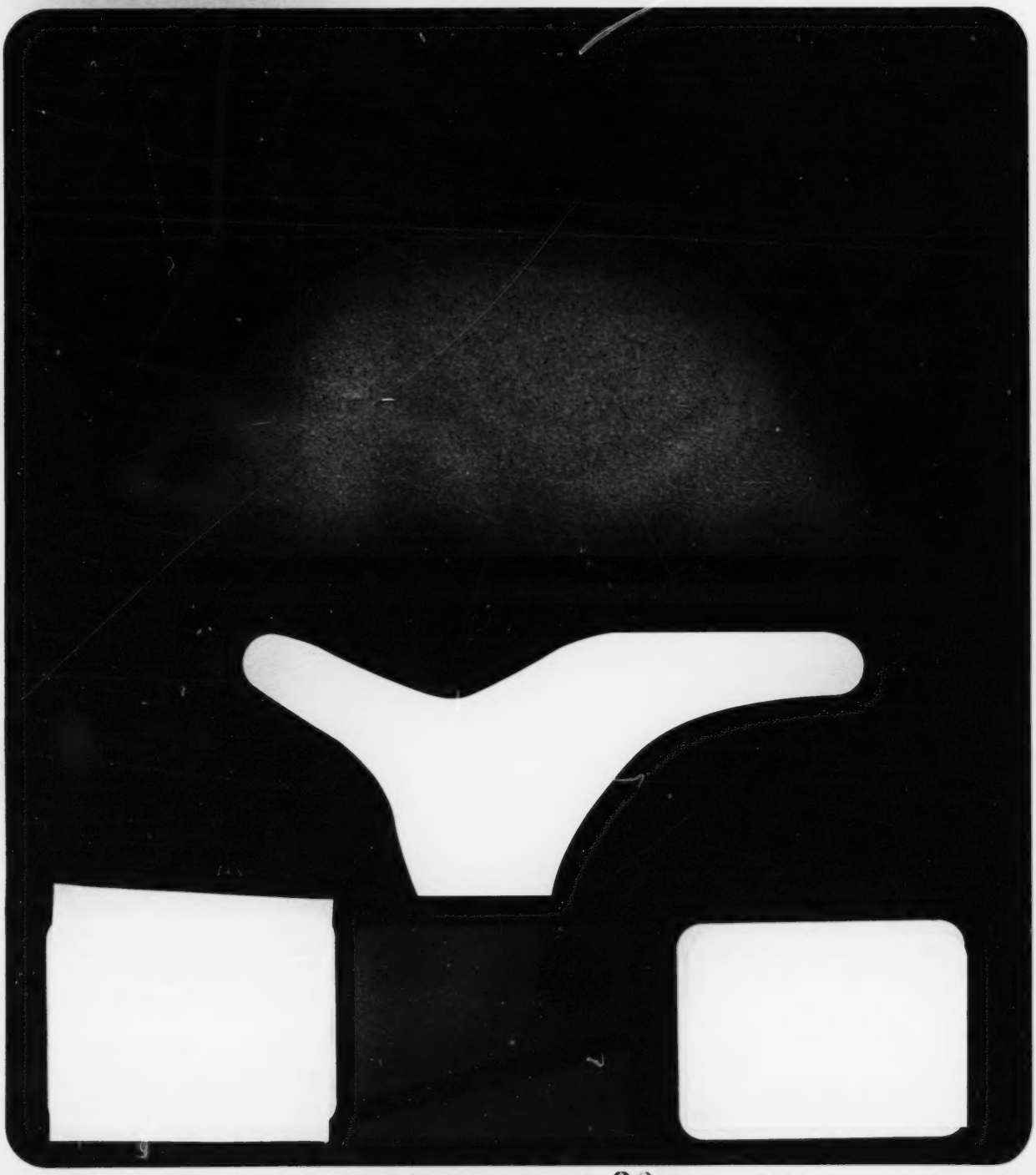
INSTRUCTOR'S GUIDE
LAP
8.2

Customer Service/ Customer Relations

Related Services



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COMMERCIAL FOODS AND CULINARY ARTS COMPETENCY-BASED SERIES

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Division of Vocational, Adult, and Community Education

January 1985

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Instructional Matrix

Directions If you want to use only part of the materials in this LAP, use this matrix to help you select what you need.

Objectives	Instructional Materials	Practice and Feedback	Evaluation
Knowledge Objectives	**Information Sheets**	**Written Activities**	**Written Test Items**
1. Match a list of vocabulary words with their correct definitions.	1: Vocabulary	1: Matching Vocabulary Words	Part I: 1-10
2. Identify true/false statements about initiating service.	2: Greeting Guests and Initiating Service		Part II: 1-7
3. Recall correct procedure for taking and placing orders and loading service tray properly.	3: Taking and Placing Orders	3C: Picking Up Orders	Part III: 1-9
4. Complete statements about serving guests correctly.	4: Serving Guests	4: Serving Guests	Part IV: 1-10
5. Fill out guest checks correctly and give correct total	5: Preparing and Processing the Guest Check	5A: Handling the Guest Check 5B: Accepting Checks and Credit Cards	Part V

Skill Objectives	Information Sheets	Practice Checklists	Skills Test Items
1. Greet guests and initiate service.	2: Greeting Guests and Initiating Service	2: Greeting and Seating Guests	I: 1-8
2. Load and carry service tray properly.	3: Taking and Placing Orders	3A: Taking Orders	II: 1-5
3. Serve guests a complete meal.	4: Serving Guests	3B: Taking Orders by Phone	III: 1-7
4. Present and process guest check and make change.	5: Preparing and Processing the Guest Check		IV

Notes to the Instructor

General Notes

This is the second in a series of three LAPs about dining room service. These LAPs can be studied in any order.

OPPS/V-TECS/ Career MAPS

There are no Florida **OPPS** (Occupational Proficiency Performance Standards), Florida/**V-TECS** (Vocational Technical Education Consortium of States), or Career Merit Achievement Plan (MAP) competencies covered by this material.

Special Needs

The following materials, which are related to and/or cover this subject, can be used for students who are educable mentally retarded/ handicapped (EMR/EMH) or academically disadvantaged as an alternative to or in addition to this LAP.

Series: Career Related Instruction (CRI)
Occupational cluster: Food Preparation and Service
Titles: *How to Greet and Serve a Restaurant Customer*
How to Be a Courteous Cashier
What Are the Parts of a Cash Register?

Suggested Instructional Procedures

Individual Instruction

If you choose to have student(s) use this LAP as a self-paced, self-instructional unit, have the student(s) follow the learning steps in the LAP, as listed below.

Learning Steps in LAP 8.2

1. Read and study **Information Sheet 1**: Vocabulary.
2. Complete **Activity 1**: Matching Vocabulary Words. Check your answers.
3. Read and study **Information Sheet 2**: Greeting Guests and Initiating Service.
4. Complete **Activity 2**: Practice Checklist—Greeting and Seating Guests.
5. Read and study **Information Sheet 3**: Taking and Placing Orders.
6. Complete **Activity 3A**: Practice Checklist—Taking Orders.
7. Complete **Activity 3B**: Practice Checklist—Taking Orders by Phone.
8. Complete **Activity 3C**: Picking Up Orders. Check your answers.
9. Read and study **Information Sheet 4**: Serving Guests.
10. Complete **Activity 4**: Serving Guests. Check your answers.
11. Read and study **Information Sheet 5**: Preparing and Processing the Guest Check.
12. Complete **Activity 5A**: Handling the Guest Check. Check your answers.
13. Complete **Activity 5B**: Accepting Checks and Credit Cards. Check your answers.
14. Get **Written Test 8.2** from your instructor and complete it. If you are successful, go on to Step 15; if not, talk with your instructor.
15. Have your instructor evaluate you on **Skills Test 8.2**. If you are successful, you have completed this LAP; if not, talk with your instructor.

Suggested Instructional Procedures (continued)

Group Instruction

If you choose to use this LAP as a unit of instruction for more than one student, the following teaching steps are suggested.

Teaching Steps for LAP 8.2

1. Introduce the subject of customer relations.
2. Discuss the objectives of LAP 8.2.
3. Discuss the vocabulary words with the group. Be sure to pronounce all the vocabulary words for the group.
4. Have the students complete **Activity 1**: Matching Vocabulary Words. Have the students check their answers. Review vocabulary if necessary.
5. Introduce the subject of greeting guests and initiating service. Have the students practice together to learn how to seat guests. Discuss guests with special needs, such as small children, customers in wheelchairs, or blind guests.
6. Display and discuss several types of menus from different restaurants. Show students cocktail menus and wine lists. Be sure to pronounce new words or terms for the students.
7. Have the students complete **Activity 2**: Practice Checklist. Evaluate their performance.
8. Introduce the subject of taking and placing orders. Display and discuss different kinds of order pads and guest checks. Have the students practice together to learn how to take guests' orders. Demonstrate how to select the first order and how to proceed around the table in a counterclockwise direction. Discuss some common abbreviations for food orders. Alert students to the need to write clearly. Have students practice together to learn how to take orders over the phone. Remind students that tone of voice is important.
9. Discuss some of the ways orders are transmitted to kitchens. Demonstrate the methods the kitchen might use to notify a waiter/waitress that an order is ready to serve.
10. Demonstrate the proper way to load a service tray. Have students practice this skill. Remind students to follow good lifting techniques for heavy loads.
11. Have the students complete **Activities 3A** and **3B**. Evaluate their performance.
12. Have the students complete **Activity 3C**. Have them check their answers. Review **Information Sheet 3** if necessary.

Suggested Instructional Procedures (continued)

13. Introduce the topic of serving food to guests. Demonstrate serving food and beverages. Have the students practice together to learn good serving techniques. Demonstrate how to handle dishes, glasses, and silverware.

14. Demonstrate how to clear dishes away from the table between courses. Have the students practice together to learn this skill. Show them how to crumb a table.

15. Have the students complete **Activity 4**. Have them check their answers. Review **Information Sheet 4** if necessary.

16. Discuss preparing, presenting, and processing the guest check. Explain and demonstrate the procedures for accepting payment by personal check and by credit card. Have the students practice filling out credit card forms.

17. Demonstrate how to make correct change for payment in cash. Have the students practice together to learn this skill. Demonstrate counting change out loud.

18. Have the students complete **Activities 5A** and **5B**. Have them check their answers. Review **Information Sheet 5** if necessary.

19. Give the students **Written Test 8.2** to complete. Evaluate the results using the Answer Key in this Instructor's Guide. Make special arrangements for those who do not master this unit.

20. Use **Skills Test 8.2** to evaluate each student. Assign students who do not master tasks satisfactorily to practice more in the dining room with some assistance.

21. Use the additional instructional activities/enrichment with the group or with individual students.

Additional Instructional Activities/Enrichment

Suggested Readings

Customer-Employee Relationships.
Foodservice Career Education Series.
Boston: CBI Pubishing Co., 1974.

Dahmer, Sondra, and Kahl, Kurt.
The Waiter and Waitress Training Manual.
Boston: CBI Publishing Co., 1974.

Filmstrips

Principles of Food Service. Chicago, Ill.: Butterick Publishing Co.

Taking and Serving an Order.
Tarrytown, N.Y.: Prentice-Hall Media, Inc.

Suggested Instructional Procedures (continued)

Cassettes

Cinderella's Three Sisters, Jack and the Bean Plate, Six Keys to Being a Better Waiter, Six Keys to Being a Better Waitress, Wally the Willing Waiter, What Is a Hostess? and *What Is a Waitress?* Minneapolis, Minn.: Restaurant-Hotel Aids.

Slides

A Day in the Life of a Waitress.
Portland, Maine: J. Weston Walsh Publishers.

Enrichment Activities

1. Invite the *maitre d'* of a local restaurant to talk to your students about service work.

2. Have students role-play as guests and service workers. Have them work through stressful or unusual situations. Have other students observe the role-playing and then suggest still other ways the situations could have been handled.

3. Have students visit various types of restaurants and observe the duties of service workers. Ask students to report to the class on good/bad service techniques they have observed.

4. Invite the manager of a local restaurant to talk with your students about the qualities he/she looks for in hiring service workers.

5. Invite several waiters/waitresses to serve on a panel for a class discussion and question-and-answer session on customer relations. Try to include service workers from fast-food establishments, carry-out establishments, and hotel or motel restuarants as well as other restaurants. Try to get a wide range of ages of service workers for your panel.

Written Test 8.2
I. Matching Vocabulary

Directions

Match each vocabulary word with the correct definition from the choices below. Write the letter of the correct definition in the blank beside each word.

Vocabulary Words

_____ 1. **counterclockwise**
_____ 2. **appetizer**
_____ 3. **cover**
_____ 4. ***table d'hôte***
_____ 5. **entree**
_____ 6. **station**
_____ 7. ***a la carte***
_____ 8. **confirm**
_____ 9. **waitress**
_____ 10. **host**

Definitions

a. table setting for one individual

b. headwaiter

c. tablecloth

d. meal ordered with each course at a separate price

e. first course of a meal

f. post of duty

g. verify

h. service worker who serves food to guests

i. complete meal at one fixed price

j. the direction opposite to that of clock hands

k. dessert

l. main dish of a meal

m. service person who greets and seats guests

n. service worker in charge of preparing food in kitchen

Written Test 8.2 (continued)
II. Initiating Service

Directions

Read each of the statements below. If the statement is true, write the letter *T* in the blank beside the statement. If the statement if false, write the letter *F* in the blank.

_____ 1. Handicapped guests should always be seated at the very back of the dining room.

_____ 2. Overweight guests will probably be more comfortable if you seat them in a large booth instead of at a table.

_____ 3. If a guest requests a particular table, you should try to seat him or her at that table.

_____ 4. When seating guests during a busy time in the dining room, it is better to fill up one service worker's station completely before starting to seat guests in another station.

_____ 5. You should take enough menus so that each guest receives one.

_____ 6. Guests may be seated by the *maitre d'*, the host or hostess, or the waiter or waitress, depending on the policy of the establishment.

_____ 7. When a child needs a highchair, you should pick the child up gently and place the child in the chair.

Written Test 8.2 (continued)
III. Taking and Placing Orders

Directions

Write down five important steps to follow when taking a customer's order over the phone.

1. _____

2. _____

3. _____

4. _____

5. _____

Write down at least three methods by which the kitchen or the chef could notify service workers when orders are ready to be served.

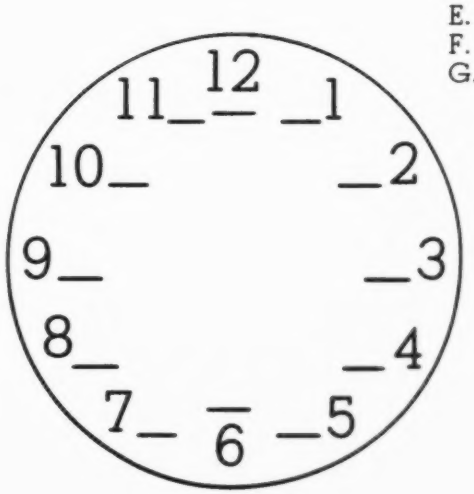
6. _____

7. _____

8. _____

9. The circle below represents an empty service tray. Write the letter for each food item listed below in the correct place to load the tray properly.

A. Sirloin steak
B. Tossed salad
C. Lobster dinner
D. Side dish of French fries
E. Pot of coffee
F. Small chef's salad
G. Side dish of green beans



Written Test 8.2 (continued)
IV. Serving

Directions

Carefully read the different courses of a complete meal listed in the word bank below. Write out the courses in the proper order, from first course to last course.

1. _____ 4. _____

2. _____ 5. _____

3. _____

Word Bank

entree soup

salad dessert

appetizer

Directions

Fill in the blanks in the statements below with the words *right* or *left* to give the proper directions.

6. Serve all beverages from the _____ side of the guest.
7. Serve all beverages with your _____ hand.
8. Place the dessert fork or dessert spoon to the _____ of the dessert plate.
9. Serve each course of the meal from the _____ side of the guest when guests are seated at a table.
10. When serving guests seated in a booth, serve the guests on your left with your _____ hand.

Written Test 8.2 (continued)
V. Handling the Guest Check

Directions

Complete the blank guest checks illustrated below with each guest's selections. Fill out the checks completely. Use abbreviations when you can. Use today's date. Total the guest checks carefully.

Guests A and B want their orders on **one guest check**. Guest C wants a **separate guest check**.

Guest A orders:		**Menu price:**
Egg salad sandwich		$1.50
Cole slaw		.55
Iced tea with lemon		.45
Chocolate cake		.75
	Tax	.17

Guest B orders:		**Menu price:**
Hamburger with onion		$1.95
French fries		.45
Chocolate milkshake		.60
	Tax	.15

BOBB'S RESTAURANT			
CHECK NO. 11031	DATE	SERVER	NO. SERVED

	SALES TAX		
	TOTAL		

Written Test 8.2 (continued)
V. Handling the Guest Check

Guest C orders:		**Menu price:**
Fish sandwich		$1.75
French fries		.45
Vanilla milkshake		.60
Coffee		.40
	Tax	.13

BOBB'S RESTAURANT			
CHECK NO. 11032	DATE	SERVER	NO. SERVED

	SALES TAX		
	TOTAL		

Answer Key for Written Test 8.2

Each section in the written test covers one objective and therefore should be evaluated separately. Criteria for evaluating each section are suggested below.

I. Matching Vocabulary Words

To master this objective the student should answer all of these correctly.

1. j
2. e
3. a
4. i
5. l
6. f
7. d
8. g
9. h
10. m

II. Initiating Service

To master this objective the student should answer all of these correctly.

1. F
2. F
3. T
4. F
5. T
6. T
7. F

III. Taking and Placing Orders

To master this objective the student should answer all of the following correctly.

1. Have an order pad and pencil ready.
2. Answer promptly and identify the restaurant and yourself.
3. Take the order and then confirm it.
4. Get the customer's name and phone number.
5. Tell the customer how soon the order will be ready.
6. A number on a board could light up.
7. A bell could ring a certain number of times.
8. A beeper could sound. (Also acceptable: The kitchen could notify the service worker orally.)
9. 1. __
   2. F
   3. B
   4. __
   5. A
   6. __
   7. C
   8. __
   9. D
   10. G
   11. __
   12. E

Note: A and C may be reversed. B, D, F, and G may appear in any order on lines 2, 3, 9 and 10.

Answer Key for Written Test 8.2 (continued)

IV. Serving

To master this objective the student should answer 8 out of 10 correctly.

1. appetizer
2. soup
3. salad
4. entree
5. dessert
6. right
7. right
8. right
9. left
10. right

V. Handling the Guest Check

To master the objective the student should fill in both guest checks completely. The totals should be accurate. No item should be omitted. Accept all understandable abbreviations.

BOBB'S RESTAURANT					
CHECK NO. 11031		DATE Today	SERVER student	NO. SERVED 2	
1	egg salad sand.			1	50
1	cole slaw				55
1	ice tea (lem)				45
1	hamb. (onion)			1	95
1	fr fries				45
1	choc. shake				60
1	choc. cake				75
		SALES TAX			32
		TOTAL		6	57

Answer Key for Written Test 8.2 (continued)

V. Handling the Guest Check
(continued)

BOBB'S RESTAURANT			
CHECK NO. 11032	DATE Today	SERVER Student	NO. SERVED 1

1	fish sand.	1	75
1	fr. fries		45
1	van. shake		60
1	coff		40
	SALES TAX		13
	TOTAL	3	33

Skills Test 8.2
Customer Relations

Student's Name _____ Date _____

The Student Can:	Yes	No
I. Greet guests and initiate service.		
1. Friendly introduction.	___	___
2. Asked about reservations or number in party.	___	___
3. Supplied clean, opened menus to each guest in party.	___	___
4. Assisted guests at table or booth.	___	___
5. Removed unnecessary table settings.	___	___
6. Filled water glasses.	___	___
7. Suggested specials if appropriate.	___	___
8. Allowed guests to look over menu, then took order without long delay.	___	___
II. Load and carry service tray properly.		
1. Placed main dishes (heaviest weight) at 6 o'clock position on tray.	___	___
2. Placed side dishes and salads at 3 o'clock and 9 o'clock positions on tray.	___	___
3. Turned coffee pots so that spouts pointed to center of tray.	___	___
4. Picked up tray with heaviest weight on shoulder. Bent at knees. Used both hands to balance tray.	___	___
5. Carried tray to tray stand without spills.	___	___
III. Serve guests a complete meal.		
1. Moved counterclockwise around table.	___	___
2. Served courses in appropriate order.	___	___
3. Served dishes from the guest's left, with the left hand, balancing plates from beneath with thumb on rim only.	___	___
4. Served all beverages from the guest's right with the right hand.	___	___
5. Checked for appropriate tableware and supplied condiments as requested.	___	___
6. Cleared dishes from one course before serving next course.	___	___
7. Crumbed table.	___	___
IV. Present and process guest check and make correct change.		
1. Check presented to customer according to instructions.	___	___
2. Payment accepted according to instructions (checks or credit card slips properly completed).	___	___
3. Proper change given.	___	___
4. Pleasant goodbye to guests.	___	___

State of Florida
Department of Education
Ralph D. Turlington, Commissioner of Education
Tallahassee, Florida
Affirmative action/equal opportunity employer

Division of Vocational, Adult, and Community Education

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